

Highlights

- How to Ask For and Get Whatever You Want
- Self-Help for Heart Attacks
- 10 Uses for Lip Balm
- Where Can You Find a Drug Database?
- How Does Sleep Impact Memory and Learning?
- A Happy Heart is a Healthy One

Work/Life NAVIGATOR

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How to Ask For and Get Whatever You Want

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Work/Life

One of the best ways to improve your odds of getting what you want from anyone is to think about your request before you actually make it. The big reason many people fail to get what they want is that they are too afraid to ask or they view their requests as all-or-nothing gambits instead of a series of negotiations and compromises. BUT there is a middle ground.

Here are strategies to help you begin the "asking" process and avoid becoming angry if things don't go exactly as planned.

STEPS TO SUCCESS

1) Tell yourself there is nothing to fear except fear itself. Fear of

punishment or rejection is why most people hesitate to ask for what they want. They are afraid that going out on an emotional limb will result in humiliation if they fail.

Strategy: Before making your request, take plenty of time to remind yourself of the importance of what you are asking for. Tell yourself the only thing that matters is whether or not you are making good and well-articulated points. By focusing on the merits of your request - not on how you will appear to others - many of your initial fears will fade away.

2) Before you try to sell others, sell yourself. Two of the most important elements involved in asking for what you want - and getting it - are self-confidence and determination. Unless you believe in your heart that you will eventually win over

the other side, you will likely falter or become upset at the first sign of resistance. An extreme emotional reaction to any hurdle will almost certainly doom your mission, causing the other side to take you and your points less seriously.

3) Tell yourself from the outset that you may not get what you want immediately. The statement is not the same as saying that you will never succeed, which could hurt your morale and determination. Instead, you are merely facing reality - accepting the fact that you may face a setback. By acknowledging this possibility, you will not be surprised or upset if you are turned down.

4) Organize your thoughts. You can't expect to get the results you want if the other side doesn't understand your request.

Strategy: Write out exactly what you want. Then redraft your points until your reasoning is clear, ordered and can be easily related. Practice in front of a mirror, or discuss the points with friends to be sure they make sense and you didn't leave anything out.

5) When you ask, ask from your heart. Important requests are always better received when those making them are passionate, friendly, polite and firm. Such a stance is difficult to resist. It increases your odds of success ... or at least minimizes the chance that your personality or attitude will sabotage your request.

6) Ask in an enthusiastic manner and voice. Maintain steady eye contact to show that you mean business but also exhibit respect and admiration for the person to whom you are speaking. In general, you stand a much better chance of getting what you want when you make people feel at ease and show them that you are truly excited about what you are requesting.

7) Prepare to deal with resistance. Even if you do everything right, you might still meet resistance. The person you are asking might want to confer with someone else before he/she makes a final decision ... or he may want to table his answer, hoping that you'll retreat from your position once you have had some time to think about it ... or he might just say no. If someone resists or challenges your request, be polite and gracious. Do not lose your temper or become discouraged.

Instead of seeing the other person's resistance as a dead end, view it as part of a continuing conversation. Translate every no into a next. Realize a no doesn't mean stop ... it simply means not yet.

8) Learn the art of saying thank you. Whether or not you get what you want, say thank you. Gratitude will leave the other person open to giving you what you want - or more of what you want - sometime in the future.

Strategy: Say thank you directly to the person - and follow up with a written note. In some cases, flowers or a gift may be appropriate. Learning the art of expressing gratitude will force you to focus on the positive. It will also keep you from holding a grudge, which is difficult to hide and only works against you in the long run.

Health

Self-Help for Heart Attacks

Without help, the person whose heart stops beating properly and who begins to feel faint, has only about 10 seconds left before losing consciousness. However, they can help themselves by coughing repeatedly and very vigorously. A deep breath should be taken before each cough, and the cough must be deep and prolonged, as when producing sputum from deep inside the chest. A breath and a cough must be repeated about every two seconds without let up until help arrives, or until the heart begins beating normally again.

Deep breaths get oxygen into the lungs and coughing movements squeeze the heart and keep the blood circulating. The squeezing pressure on the heart also helps it regain normal rhythm. In this way, heart attack victims can get to a hospital. This could save a life!

(Source: Health Cares, Rochester General Hospital via Chapter 240's Newsletter and THE BEAT GOES ON (reprint from The

Mended Hearts, Inc. Publication, Heart Response)

Humor

Here are some more headlines taken from real newspapers, written by real people, who were asleep at the critical moment:

- Police Begin Campaign to Run Down Jaywalkers
- Safety Experts Say School Bus Passengers Should Be Belted
- Iraqi Head Seeks Arms
- Panda Mating Fails; Veterinarian Takes Over
- Eye Drops Off Shelf
- Teachers Strike Idle Kids
- Plane Too Close to Ground, Crash Probe Told
- Miners Refuse to Work after Death
- Juvenile Court to Try Shooting Defendant
- Two Sisters Reunited After 18 Years in Checkout Counter
- Killer Sentenced to Die for Second Time in 10 Years
- War Dims Hope for Peace
- If Strike Isn't Settled Quickly, It May Last a While
- Cold Wave Linked to Temperatures
- Deer Kill 17,000
- Red Tape Holds Up New Bridges
- Typhoon Rips Through Cemetery; Hundreds Dead
- Astronaut Takes Blame for Gas in Spacecraft

- Kids Make Nutritious Snacks
- Local High School Dropouts Cut in Half
- Hospitals are Sued by 7 Foot Doctors

Useful Information

Uses for ChapStick® Lip Balm

- When shaving, dab on nick to stop bleeding.
- Smear on clean car battery terminals to prevent car battery corrosion.
- Rub along the teeth of a zipper to make it zip smoothly.
- Rub on your face to protect the skin from windburn while snow skiing.
- Coat your finger to slide off a stuck ring.
- Rub on nails and screws so they will go into wood more easily.
- Groom a mustache or keep bushy eyebrows in place.
- To clean shoes in a pinch, rub over leather and buff with a dry, clean cloth.
- Lubricate furniture drawers and windows so they slide open and shut easily.
- Prevent hair coloring from dying your skin by rubbing along your hairline before coloring.

Inspiration

Think you're too old to try something new? Age isn't always a

factor in your success or failure. Consider these famous examples:

Actor George Burns won his first Oscar at 80.

Golda Meir was 71 when she became prime minister of Israel.

Painter Grandma Moses didn't start painting until she was 80 years old. She completed over 1,500 paintings after that; 25 percent of those were produced when she was past 100.

Michelangelo was 71 when he painted the Sistine Chapel.

Physician and humanitarian Albert Schweitzer was still performing operations in his African hospital at 89.

Doc Counsilman, at 58, became the oldest person ever to swim the English Channel.

S.I. Hayakawa retired as president of San Francisco State University at 70, then was elected to the U.S. Senate.

Casey Stengel didn't retire from managing the New York Mets until he was 75.

The Inner Self

This being human is a guest house. Every morning is a new arrival.

A joy, a depression, a meanness
Some momentary awareness comes
As an unexpected visitor.

Welcome, and entertain them all!
Even if they're a crowd of sorrows
Who violently sweep your house
empty of its furniture.

Still, treat each guest honorably.
He may be clearing you out
for some new delight.

The dark thought, the shame, the malice.
Go to the door laughing
And invite them in.

Be grateful for whoever comes
For each has been sent
As a guide from beyond.

--- Rumi

Resources You Can Use



The following are available from the Work/Life Library:

Long-Term Care and Its Alternatives by Charles Inlander, Michael Donio and J. Lynne Dodson. Published by the People's Medical Society, America's largest nonprofit, consumer health advocacy organization, this book is written in an easy-to-read, consumer-friendly style. It takes you on a step-by-step tour through the myriad of long-term care services and options.

Positive Parenting From A to Z by Karen Joslin

A useful reference book for parents who feel besieged by one problem after another. The author offers simple but useful solutions, plus an understanding of the child's side of problems.

SERVICES AVAILABLE

Individual Coaching Sessions for anyone with a behavior they would like to change or a self-limiting belief they would like to get rid of. Contact Evelin Saxinger on 358-1311

Web Picks

<http://www.rxlist.com/>

This drug database lets you search for information about thousands of medications. Dosages, side effects, drug interactions, and warnings are among the topics covered.

Worth Knowing

To Sleep, Perchance To Do Better On Mid-Terms

Following a study on sleep, memory and learning, Harvard Medical School says, "it seems that memories normally wash out of the brain unless some process nails them down." Their study shows sleep to be one tool that drives the nails.

People in the study received training on identifying the orientation of diagonal bars that flashed on a computer screen for a 60th of a second. Half of the subjects then went to sleep for the night and the other half was kept awake all night. On the second and third nights, both groups were allowed to sleep. Everyone was re-tested on the fourth day.

Those who had slept all three nights identified the correct orientation of the bars much more rapidly than they had on the first day. In other words, they did better after days had gone by than when they were fresh from training. Sleep made the memory of what they had learned better and stronger.

The group that had missed the first night of sleep showed no improvement despite two nights of catch-up sleep. We think that getting that first night's sleep starts the process of

memory consolidation," says Dr. Robert Stickgold, assistant professor of psychiatry.

The study indicates that cutting back on sleep to get through piles of homework may be a self-defeating strategy.

When I was in college, sleep worked for me. I always did better with a little studying and enough sleep than when I studied many more hours and skipped the sleep.

I recommend we all put learning theory into action. Taking care to do basic, unglamorous things like practicing good study and sleep habits will make you smarter than gobbling all the sexy memory pills the health food stores sells.

(Source: Nature Neuroscience, December 2000)

Tip of the Day

The Best Medicine for a Healthy Heart

The patient is a high-risk candidate for heart disease. So the caring doctor prescribes a joke book, a musical comedy, and a "prescription" for hand buzzers and rubber chickens.

On the surface, it sounds absurd. Yet laughter and a good sense of humor may actually provide some degree of protection against heart disease, according to a new study by researchers at the University of Maryland School of Medicine.

The researchers evaluated the responses of 300 people to potentially humorous situations. Half of these individuals had a previous heart attack or other indicator of heart disease, while the other 150 were healthy. By

questionnaire, both groups indicated how they would respond to specific scenarios, such as arriving at a party dressed the same as someone else, or having a drink accidentally spilled on them by a waiter while dining with friends.

Those with the highest "humor scores" had a 48% lower risk of heart disease, independent of their age or sex. In contrast, people with heart disease were much less likely to use humor as an adaptive mechanism, reported lead investigator Michael Miller, M.D., F.A.C.C., Director of the Center for Preventive Cardiology at the University of Maryland School of Medicine, and his co-investigators. They also were more likely to interpret events with anger and hostility.

What is the "active constituent" of humor? By defusing stress, laughter may relax the flexible lining of blood vessels, the endothelium, and prevent the ignition of inflammatory triggers that can eventually cause plaque build-up and arterial damage, Dr. Miller explained.

For this reason, a good, hearty belly laugh may be just what the doctor ordered. "The recommendation for a healthy heart may one day be - exercise, eat right and laugh a few times a day," Dr. Miller said.

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An on-line version of this newsletter may be found at
<http://www.hq.nasa.gov/office/codecc/cc/navig-13.pdf>

